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# GREENLEE COUNTY COURTS

## INFORMATION TECHNOLOGY STRATEGIC PLAN

### FOR FISCAL YEARS 2014-2016

## INTRODUCTION

This is a three year information technology strategic plan for the courts in Greenlee County covering the period from January 2012 through June 2016. It was created as an update to the FY12-FY14 plan submitted in April 2011.

The courts in Greenlee County are composed of the following:

**Superior Court in Greenlee County**

**Justice Court Precinct 1 -- Clifton**

**Justice Court Precinct 2 -- Duncan**

**Clifton Magistrate Court**

**Duncan Magistrate Court**

The Superior Court in Greenlee County provides administrative direction to the courts. Each court also works closely with its local funding agency, which is county government for superior and justice courts and city government for municipal or magistrate courts.

The automation for the county's courts is primarily centralized with the Administrative Office of the Courts (AOC). The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
  - Court Automation Coordinating Committee,
  - Probation Automation Coordination Committee,
  - The Technical Advisory Council, and
  - The COT e-Courts Subcommittee
- The General Jurisdiction (GJ) Case Management System (CMS) Users' Group,
- The Juvenile On-Line Tracking System (JOLTS) Users' Group and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

All courts in the county are participating in the Arizona Court Automation Project

(ACAP).

DRAFT

## A. PLANNING METHOD AND PARTICIPANTS

This section outlines the participants, processes and events that contributed to formulating the Information Technology Plan for Greenlee County Courts.

An AOC representative met with representatives from courts and departments in the County to develop the FY08-10 plan. That plan has since been revised several times to keep it current. Participants in the latest revision included:

|                         |  |
|-------------------------|--|
| <b>Monica Stauffer</b>  | Judge of the Superior Court            |
| <b>Pamela Pollock</b>   | Clerk of Superior Court                |
| <b>Rick Guerena</b>     | Probation Department                   |
| <b>JoAnn Miranda</b>    | Probation Department                   |
| <b>Julie Galusky</b>    | Probation Department                   |
| <b>Charles Bérubé</b>   | County IT Manager                      |
| <b>Karen Smith</b>      | Graham/Greenlee Field Trainer          |
| <b>Cristina O’Coyne</b> | Court Administrator/Judicial Assistant |

## B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

### B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The courts support ***JUSTICE 20/20: A VISION FOR THE FUTURE OF THE ARIZONA JUDICIAL BRANCH 2010-2015*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was adopted in March 2010 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***GOOD TO GREAT*** vision and encompasses five broad goals, each associated with several key strategic business needs.

### B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The county's courts and their associated local funding agencies have identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follow:

| COURT/LOCAL AGENCY NAME        | STRATEGIC AGENDA  | RELATED IT INITIATIVE(S)  |
|--------------------------------|---|---|
| All Courts in Greenlee County  | <p>Provide ability to video-conference for meetings/training, especially to Phoenix.</p> <p>Due to the new requirements of 16 COJET hours, provide a training room along with a computer to complete on-line classes free from interruption.</p> <p>Update court website to include court calendars, link to child support calculator, link to Public Access and the fee schedule.</p> <p>Upgrade all courts' recording system to FTR Gold.</p> |   |
| Greenlee County Superior Court | <p>Reduce high cost of contracting court reporters.</p> <p>Improve audio intelligibility in the courtroom to aid the hearing impaired; enable remote court</p>  | <p>Join Remote Court Reporters statewide project to use Maricopa-based resources via videoconferencing.</p> <p>Investigate courtroom-wide audio</p> |

| COURT/LOCAL AGENCY NAME            | STRATEGIC AGENDA  | RELATED IT INITIATIVE(S)  |
|------------------------------------|---|---|
|                                    | <p>reporter use; eliminate inaudible portions in transcripts which would eliminate clerks from spending extra time trying to hear the recorded proceedings.</p> <p>Implement courtroom digital video recording, video conference capability, and evidence presentation.</p> <p>Continue efforts to increase safety, confidentiality, and privacy of the superior court. Replace front counter and add Plexiglas barrier. Add a Plexiglas door to ensure confidentiality and privacy in the clerk's office from the lobby.</p> <p>Provide a computer for parties in probate/guardianship/conservatorship cases to review required programs.</p> <p>Purchase or reconfigure attorney tables in the courtroom which will allow them to be placed in a safe manner.</p> <p>Install Wi-Fi in the courtroom.</p> <p>Install computer on the judge's bench.</p> <p>Provide a back-up system to FTR Gold.</p> <p>Provide a scanning system in the judge's office to use for out-of-county cases so that documents can be sent electronically.</p> | <p>solution.</p> <p>Participate in county web development effort using county styles.</p> <p>Install video equipment that can be accessed outside of the courtroom to allow employees and/or law enforcement to view the courtroom without having to enter. This would allow for better planning in potentially dangerous situations.</p> <p>Work with sheriff's department, local Homeland Security Officer and all courthouse staff.</p> <p>Activate panic buttons already installed in courts and court offices and educate staff on proper use.</p> |
| <b>Clerk of the Superior Court</b> | <p>Ensure longer life of audio records, better storage methods for FTR Gold CDs and audiocassette tapes. Develop</p>  | <p>Convert audiotapes to CD Media.</p> <p>Obtain ACAP laptops for Clerks include EVDO wide area network</p>   |

| COURT/LOCAL AGENCY NAME | STRATEGIC AGENDA  | RELATED IT INITIATIVE(S)   |
|-------------------------|---|--|
|                         | <p>procedures for better storage and retrieval of the record as well as for transcribing requested transcripts in a more expeditious manner.</p> <p>Train staff on how to retrieve old files which were scanned onto On-Base which would eliminate retrieving the documents from storage.</p> <p>Enable clerks to spend less time conducting criminal searches.</p> <p>Obtain access to court records from offsite locations for key personnel.</p> <p>Develop juror brochure and plan for communicating with jurors in a manner that is appropriate and that will inspire them to be willing to serve; develop brochures/flow charts for different case types to better inform the public.</p> <p>Continue to work with IT manager, sheriff, county attorney, and other court agencies to interface programs and allow for data to be entered <b>once</b> and not re-entered at every step through the criminal process.</p> <p>Electronically distribute minute entries from courtroom.</p> <p>Electronically distribute copies of requested documents to parties which would eliminate copying costs and postage.</p> <p>Provide court forms on county website which would eliminate counter traffic and would</p> | <p>capability and VPN for business continuity.</p> <p>Select e-distribution technology solution.</p> <p>Provide PDF Acrobat Reader to all clerk's computers to enable them to access and edit Maricopa County forms.</p> |

| COURT/LOCAL AGENCY NAME | STRATEGIC AGENDA  | RELATED IT INITIATIVE(S) |
|-------------------------|---|--------------------------|
|                         | <p>eliminate the need to correct forms provided by other counties' websites.</p> <p>Obtain training for the clerk's office so reports in AJACS can be run correctly.</p> <p>Use templates in AJACS.</p> |                          |



## C. CURRENT TECHNOLOGY ENVIRONMENT

This section describes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

### Hardware

The Arizona Judicial Department has a diverse mix of hardware used by the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. The mix of hardware that the county courts accesses includes the newest architectures designed to support the complexity of these applications and the large geographical area served by the Judicial Branch.

The server environment, hosted at the Administrative Office of the Courts Data Center, includes IBM AS/400s for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts and the appellate courts are operating on IBM AIX systems. Windows servers provide for Internet, Intranet, e-mail, Statewide Crystal Enterprise/SSRS reporting, and Statewide remote on-line training as well as file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, has undertaken a four year equipment leasing cycle which is designed to refresh desktop hardware regularly to ensure that it incorporates the technology needed to support the evolution of statewide applications and projects. In the most recent refresh activity, the following models were placed in service:

- Desktop: EW290AV hp Compaq Business Desktop dc5700 SFF, Intel Core 2 Duo 2.13GHz, 160 GB, 2 GB RAM, NIC
- Laptop: RM266UA hp Compaq 8510p, Intel Core 2 Duo 2.2GHz, 160 GB, 2 GB RAM, NIC
- Printer: Q5401A hp LaserJet 4015N

The hardware listed in Appendix A reflects equipment used to support the court management system software, the juvenile tracking software, other state-provided applications as well as additional local record keeping functions. Additional hardware beyond these desktop items is also listed.

## Software

Appendix A also identifies all the software used in the county's courts. It includes the state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

## D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects, which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology projects, and their priority as assigned by the Commission on Technology, are as follows:

### Top Tier eFiling

- Civil eFiling Maricopa/Pima
- Judge Automation
- AJACS- eFiling

### Top Tier Court Automation

- AJACS-LV/Mesa
- JOLTSaz- Pima
- FARE
- AJACS-AZTEC Replacement
- AJACS- GJ Enhancements

### 2<sup>nd</sup> Tier

- eDocs
- JOLTSaz- Rural
- APETS Integration
- eWarrants
- AzTurboCourt- DR
- AzTurboCourt- Criminal

## COURT IT ACCOMPLISHMENTS CY2011/2012

This section lists the accomplishments of the county's courts in information technology projects from January 2011 to January 2013.

| STRATEGIC PROJECT<br>(STATE OR LOCAL) | PROGRAM / PROJECT                          | DESCRIPTION   | LOCAL ACCOMPLISHMENT  |
|---------------------------------------|--|---|---|
| Local                                 | Court Reporter                             | Address problem of no court reporting resources residing in county.   | The court e-mails a request for coverage to the Arizona Court Reporters Association and they send out to all members which has created a great response.  |
| Local                                 | Educate the Public Regarding the Courts    | Educate the public regarding court procedures, jury service, and becoming volunteers in the court system.   | An article entitled, <i>From the Bench</i> , in the local newspaper is written by the presiding judge educating the public regarding court procedure, jury service, and becoming a volunteer in the court system. |
| Local                                 | Employee Market Adjustment Raise           | Seek funding to enable retention of staff at a competitive salary compared to other local employment opportunities in the private sector with similar job descriptions. | After a statewide comparison of similar jobs within Greenlee County, the county was able to give employees a market adjustment raise.   |
| Local                                 | Electronic Distribution to Visiting Judges | Electronically distribute copies of files and documents to visiting judges.   | The court has eliminated copying costs and time by electronically copying files to visiting judges enabling the court to proceed in a timely manner with cases.   |
| Local/State                           | Probation – JOLTS                          | Stay connected to JOLTS community. Keep informed of JOLTS development progress and keep connected with other coordinators.  | There has been a new JOLTS coordinator in Greenlee County who attends the JOLTS coordinator meetings and stays informed of the progress and development   |

|  |  |  |             |
|--|--|--|-------------|
|  |  |  | of JOLTSaz. |
|--|--|--|-------------|

## COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during the plan period. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

| STATEWIDE PROJECT PARTICIPATION       |   |                           |                          |                         |                                 |   |
|---------------------------------------|---|---------------------------|--------------------------|-------------------------|---------------------------------|---|
| Strategic Project Name / Phase        | Brief Project Description   | Related Statewide Project | Participation Scheduling | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns   |
| <b>Electronic Minute Entries</b>      | Create and distribute minute entries from the courtroom.                    | AJACS GJ Enhancements     | One of the last          | FY13                    | Plan                            | Attorney cooperation  |
| <b>Remote Court Reporting Project</b> | Join statewide remote court reporters, ensure sufficient bandwidth and QoS. | Judge/Bench Automation    | Early adoptors           | FY13                    | Plan                            | Obtaining sufficient audio levels and video stream for reporter to accurately work remotely |

| OTHER LOCAL INDEPENDENT PROJECTS   |   |                         |                                 |   |
|--|---|-------------------------|---------------------------------|---|
| Strategic Project Name / Phase   | Brief Project Description   | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns   |
| <b>Self-Service Center</b>   | Make standardized forms available electronically on website and in clerk's office.  | FY13                    | Plan                            | Staffing level; standardizing forms                                       |
| <b>Courthouse Security</b>   | Security cameras, monitoring devices, panic buttons, and install new counter with Plexiglas barrier and door in clerk's office.   | FY13                    | Execute                         | Funding, coordination with Sheriff and Homeland Security.                 |
| <b>Courtroom Audio, Digital Video Recording, Video Conference, and Evidence Presentation</b> | Improve audio level of proceedings for those in courtroom. Include hearing assistance devices in the courtroom. Ensure sound sufficient for use with remote court reporter project. | FY13                    | Concept                         | Funding; selection of technology solution that works with FTR microphones |
| <b>Complete Local Court Website</b>  | Create local superior court web presence.   | FY13                    | Execute                         | Relies on County IT labor and infrastructure.                             |
| <b>Training Room</b>   | Provide a training room along with a computer to complete on-line classes free from interruption.   | FY13                    | Plan                            | Funding and infrastructure.   |



| OTHER LOCAL INDEPENDENT PROJECTS            |   |                         |                                 |                                 |
|---|---|-------------------------|---------------------------------|---------------------------------|
| Strategic Project Name / Phase              | Brief Project Description   | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns |
| <b>Audio Records</b>                        | Ensure longer life of audio records, better storage and retrieval.                      | FY13                    | Plan                            | Funding                         |
| <b>Interface Programs</b>                   | Interface programs with IT manager, sheriff, county attorney, and other court agencies. | FY13                    | Concept                         | Funding                         |
| <b>Improve Access to Electronic Records</b> | Obtain access to court records from offsite locations for key court personnel           | FY15                    | Concept                         |                                 |
| <b>FTR Gold Expansion/ Backups</b>          | Standardize on a recording product and back up audio files from that product            | FY15                    | Concept                         |                                 |
| <b>Courtroom Wi-Fi</b>                      | Install Wi-Fi in superior court courtroom   | FY14                    | Plan                            |                                 |

| OTHER LOCAL INDEPENDENT PROJECTS |   |                         |                                 |                                 |
|----------------------------------|---|-------------------------|---------------------------------|---------------------------------|
| Strategic Project Name / Phase   | Brief Project Description   | Planned Completion Date | Current Project Lifecycle Phase | Project Risks, Issues, Concerns |
| Judge Scanning System            | Provide a scanning system in the judge's office to use for out-of-county cases so that documents can be sent electronically | FY16                    | Concept                         |                                 |

## D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

This section provides Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

| STATEWIDE INITIATIVE<br>LIMITED JURISDICTION CASE MANAGEMENT SYSTEM – CONVERSION AND IMPLEMENTATION   |                |
|---|----------------|
| <p><b>Description:</b><br/>A limited jurisdiction court case management system to replace AZTEC is being developed by extending the GJ CMS (AJACS) code set to include certain functionality unique to Arizona's justice and municipal courts. Significant, large volume, non-AOC-supported courts, led by Mesa, have collaborated with the AOC and the vendor through the provision of resources, funding, and business analysis to build upon the AZTEC-replacement application and develop a solution that meets the needs of all LJ courts, large or small, rural or metropolitan. Additional courts could be consolidated into this solution as their current case management systems age and become un-supportable.</p> <p>Program interfaces that permit integration with other automation systems, like electronic citations, the e-filing manager application, and central document management system are being included. Conversion of certain AZTEC case data and extensive training will be undertaken by the AOC to minimize disruption to local courts during the changeover. Business process and code standardization are also major components of the conversion and implementation effort.</p> <p>Anticipated rollout timeline: Summer 2014 through Fall 2017</p> |                |
| <p><b>1. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)</p>   | Next 12 months |
| <p><b>2. General Importance or Impact to Your Court:</b></p> <p>The implementation and integration of automated systems would greatly reduce the extensive time used in manually inputting redundant information, resulting in a faster caseflow.</p>   |                |

**STATEWIDE INITIATIVE  
JOLTSaz JUVENILE MANAGEMENT SYSTEM**

**Description:**

JOLTSaz, the new, fully functional, juvenile tracking system for Pima and the Rural Counties, includes many new features and improvements to the current JOLTS screens and functionality. In order to provide real time access to court case, calendaring, and financial information, JOLTSaz will also include integration with Clerks of Court case management systems. The goal is to eliminate duplicate data entry, improve timeliness of data entry, reduce paper flow, and make information available to everyone who needs it when they need it. JOLTSaz is being constructed with newer technology using the VB.NET programming language and a single, centralized SQL database instead of the current 14 separate databases. This will allow information to be more efficiently exchanged among the state's juvenile courts and, eventually, with other state agencies. Phase 1 of JOLTSaz replaces the current JOLTS system. Phase 2 will be developed in parallel with the statewide rollout of Phase 1 and includes the incorporation of DCATS functionality for Court Appointed Special Advocates (CASA) and Foster Care Review Board (FCRB) into the new system.

Phases I and II of AZYAS, the Arizona Youth Assessment System, have already been implemented for the Rural Counties and Maricopa County. Version 2.0 of Phase II is in the testing phase and scheduled for implementation in early 2013. Phase III will be addressed later in the year. In addition, the new CASA of Arizona Volunteer System is scheduled to be rolled out to Pima and the Rural Counties in the first quarter of 2013.

Anticipated rollout timelines:

JOLTSaz Pima – Early 2013

JOLTSaz Rural Counties -- Later in 2013

AZYAS Phase II, Version 2.0 – January 2013

AZYAS Phase III – Later in 2013

**1. Timeframe in which needed:** (immediately, next 12 months, 1-2 years, 3-4 years)

1 - 2 years

**2. General Importance or Impact to Your Court/Probation Department:**

**STATEWIDE INITIATIVE  
CENTRALIZED ELECTRONIC DOCUMENTS  
(LIMITED JURISDICTION COURTS ONLY)**

**Description:**

Electronic case filing requires a more comprehensive business solution for managing digital documents from cradle to grave, since, by definition, no paper exists. As business becomes dependent on digital documents, they must be stored in a way that protects them, makes them reliably retrievable 24/7, associates them with the cases they relate to through integration with the case management system, enables appropriate public access as specified by Rule 123, and meets records retention requirements. While many limited jurisdiction courts have shown interest in imaging existing paper documents, very few can afford to implement and maintain the full-featured electronic document management system (EDMS) needed to adequately support e-filing.

At the same time, many courts are experiencing facilities issues caused by storing years of accumulated paper records. ACJA § 1-507 allows destruction of paper records for which equivalent electronic records exist, but stipulates that multiple redundant copies and various media must be employed before any paper records can be destroyed (short of reaching their required retention period). The same technical requirements must be met before courts accept e-filings because, by definition, no paper backup exists for these records. The AOC has constructed a shared document management environment for use by limited jurisdiction courts to support both document imaging and e-filing. Following the ACAP subscription model, each participating LJ court will receive a scanner and software licenses to access the central system, along with necessary training to ensure documents are successfully deposited in and retrieved from the system.

Participation in the shared LJ EDMS enables a court to both accept e-filings and destroy paper copies of imaged records. An enhancement for bulk scanning of closed records is currently being tested.

Anticipated rollout timeline: Starting Fall 2011 to requesting courts

**1. Timeframe in which needed:** (immediately, next 12 months, 1-2 years, 3-4 years)

Next 12 months

**2. General Importance or Impact to Your Court:**

Digital imaging/electronic records will greatly reduce over-crowding in storage area and decrease the time spent searching for and reviewing “old records”. The court could perform background checks/information requests in a timely manner, thus allowing staff to process current cases in a timely manner.

**STATEWIDE INITIATIVE**  
**AZTurboCourt: E-FILING AND STANDARDIZED FORMS**

**Description:**

Electronic Filing, aka “e-filing,” is a composite project that uses portions of other individual projects to construct a pinnacle application to enable filing of documents and data along with appropriate and validated indexing information so that data can be automatically accepted and recorded into both the electronic document management and case management systems, thus removing the need for a document scanning function. AZTurboCourt is the all-encompassing system that supports electronic filing for all courts and case types statewide via an Internet portal.

AZTurboCourt includes a mechanism for filers to pay filing fees online. Through a central case index and central document repository, it also provides parties and counsel the ability to quickly locate and retrieve documents they have filed and secondary copies of the official court record, eliminating the need for direct access to the CMSs to access case records.

Work continues to expand the Judicial Branch’s self-service capabilities on the Web, to standardize forms, and provide other information helpful to those who appear unrepresented in the limited and general jurisdictions as well as appellate courts. Various forms needed for dissolution and other domestic-relations-related cases, small claims, eviction actions, probate, and certain general civil cases have been developed for pay & print filing. With eventual full e-filing, form data elements will get converted to a data stream, similar to electronic citation data, for use by the case management system, minimizing the need for manual intervention. In support of that goal, work is also underway to automate the entire workflow associated with case initiation and subsequent filings for select case types throughout the courts. Related rules and code changes continue to be made to support statewide e-filing and remote access to documents.

Anticipated rollout timeline: July 2009 onward, by level of court and case type

**1. Timeframe in which needed:** (immediately, next 12 months, 1-2 years, 3-4 years)

1 – 2 years

**2. General Importance or Impact to Your Court:**

Improve filings from out-of-county attorneys.

### STATEWIDE INITIATIVE JUDGE/BENCH AUTOMATION

**Description:**

Thus far, court automation has largely been limited to back-office functions that assist the clerk or court administrator. As electronic filing shifts the medium for the majority of documents from paper to digital over time, the way judges operate on the bench and in chambers will also change, out of necessity. Document review applications for judges are being constructed for use with the AJACS case management system (CMS).

Due to the increased cost of printing and distributing bench books, resources for judges are becoming electronic rather than paper-based. Preliminary user requirement sessions have been held to determine the information that judges need to have available in chambers and on the bench. A group of judges and a technical analyst are examining the workflow of bench operations to identify process improvement opportunities while ensuring that workload doesn't increase by working with digital documents. Demonstrations of possible automated solutions have taken place. The eventual product will be a workflow application, integrated with the target CMS automation to allow judges to efficiently work with digital documents in the day-to-day activities of the judiciary.

Anticipated rollout timeline: Spring 2013 (pilot courts) through Fall 2014

**1. Timeframe in which needed:** (immediately, next 12 months, 1-2 years, 3-4 years)

1 - 2 years

**2. General Importance or Impact to Your Court:** MEDIUM

Transitioning from paper to digital will require new equipment and training, but will reduce cost over-all by eliminating paper, printing and staff time.

## D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court.

| LOCAL TECHNOLOGY RESOURCES |                   |                      |                           |  |
|----------------------------|-------------------|----------------------|---------------------------|--|
| Court                      | State Device Cost | Other Technical Cost | Number of:                | City or County FTE Technical Support Staff |
|                            |                   |                      | Court FTE Technical Staff |  |
| All Greenlee Courts        | \$22,000          | \$10,000             | 0                         | .1<br>(2 people)                           |



## APPENDIX A. CURRENT ENVIRONMENT

### 1. HARDWARE ENVIRONMENT BY COURT

This section lists the judicial branch-owned hardware deployed in the courts, including mainframes, servers, desktops, and other peripherals.

| Court                  | Number of PCs | PC Operating System | Number of Laptops | Laptop Operating System | Number of Network Printers |
|------------------------|---------------|---------------------|-------------------|-------------------------|----------------------------|
| Clerk & Superior Court | 7             | Windows Vista       | 4                 | Vista                   | 4                          |
| Clifton JP #1          | 3             | Windows Vista       |                   |                         | 1                          |
| Clifton Muni           | 2             | Windows Vista       |                   |                         | 1                          |
| Duncan JP & Muni       | 2             | Windows Vista       | 1                 | Vista                   | 1                          |
| Probation (not ACAP)   | 6             | Windows Vista       | 5 (2 not working) | WinXP                   | 3                          |

### 2. HARDWARE FOR SPECIAL FUNCTIONS

| Court          | Number of:        |                  |                 |                     |                            |                        |
|----------------|-------------------|------------------|-----------------|---------------------|----------------------------|------------------------|
|                | Public Access PCs | In Courtroom PCs | In Chambers PCs | DPS ACJIS Terminals | Imaging/ Scanning Stations | Dedicated Training PCs |
| Clerk/Court    | 0                 | 1                | 1               | 0                   | 1                          | 0                      |
| Probation Dept | 0                 | 0                | 0               | 1                   | 0                          | 0                      |

### 3. LOCAL SERVER HARDWARE AND FUNCTION

| Local Server Information |                        |                        |          |            |                                    |
|--------------------------|------------------------|------------------------|----------|------------|------------------------------------|
| Court/Dept.              | # Brand / Model        | Operating System       | Database | Managed by | Use/ Applications                  |
| Clerk of the Court       | 1 Dell/ PowerEdge 2950 | MS Windows Server 2003 | MS SQL   | County IT  | OnBase image storage and retrieval |

### 4. NETWORK ENVIRONMENT

Network is the Arizona Judicial Information Network (AJIN), maintained by the AOC, and all court computer equipment is attached to it. Some departments, like Probation, also make use of County-provided computing equipment and applications.

### 5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the county's courts. It includes the state-provided applications (such as AJACS, AZTEC, TIP, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

| Local Applications   |                         |  |                                  |  |
|--|-------------------------|--|----------------------------------|--|
| Application Name   | Developed/ Supported by | App Category<br>(Vendor Package, Bolt-On, or Standalone) | Courts Using                     | Description of Application             |
| AJACS  | AOC/AmCad               | AOC Supported  | Superior Court, Clerk            | Case & Financial Management            |
| AZTEC application software for the Arizona Court Automation Project (ACAP) | AOC                     | AOC Supported  | All Justice and Municipal Courts | State standard case management system. |

| Local Applications  |                            |  |                                     |  |
|---|----------------------------|--|-------------------------------------|--|
| Application Name  | Developed/<br>Supported by | App Category<br>(Vendor Package,<br>Bolt-On, or<br>Standalone) | Courts Using                        | Description of<br>Application  |
| AZTEC module:<br>Calendaring                                | AOC                        | AOC Supported  | All Justice and<br>Municipal Courts | A module of<br>AZTEC integrated<br>to docket and case<br>management that<br>tracks all events<br>and provides daily<br>calendars.                  |
| Other Financials/<br>Cash Mgt. System:                      |                            |  |                                     |  |
| AZTEC Forms<br>Generation                                   | AOC                        | AOC Supported  | All Justice and<br>Municipal Courts | A feature of<br>AZTEC that allows<br>automatic<br>generation of<br>forms and minute<br>entries using<br>imported AZTEC<br>data and Word.           |
| APETS (Adult<br>Probation<br>Enterprise<br>Tracking System) | AOC                        | AOC Supported  | Probation                           | The new state<br>standard system<br>for tracking adult<br>probationers.  |
| DCATS – CASA  | AOC                        | AOC Supported  | CASA                                | The statewide<br>system for tracking<br>court appointed<br>special advocates.  |
| JOLTS (Juvenile<br>On-Line Tracking<br>System)              | AOC                        | AOC Supported  | Probation                           | The state standard<br>system for tracking<br>juveniles in the<br>court system,<br>including juvenile<br>probation,<br>dependency and<br>detention. |
| JOLTS Storage<br>Area Network<br>(SAN)                      | AOC                        | AOC Supported  | Probation                           | Centralized<br>storage for<br>documents, etc   |

| Local Applications                             |                                |  |   |   |
|--|--------------------------------|--|---|---|
| Application Name                               | Developed/<br>Supported by     | App Category<br>(Vendor Package,<br>Bolt-On, or<br>Standalone) | Courts Using  | Description of<br>Application   |
| Tax Intercept<br>Program (TIP)                 | AOC                            | AOC Supported  | Superior Court and<br>all Justice and<br>Municipal Courts | A state standard<br>system for<br>reporting and<br>collecting<br>delinquent debt via<br>Department of<br>Revenue and AZ<br>Lottery. |
| Windows Vista                                  | Microsoft/AOC<br>staff         | Vendor Pkg   | Superior Court and<br>all Justice and<br>Municipal Courts | The operating<br>system of the state<br>standard desktop<br>PCs.  |
| Other PC/Laptop<br>operating system:<br>XP SP2 | Local staff                    | Vendor Pkg   | Superior Court  |   |
| Server operating<br>system: Windows<br>2003    | Local staff                    | Vendor Pkg   | Clerk of Court  |   |
| Office Outlook<br>2007                         | Microsoft/AOC<br>staff         | Vendor Pkg   | Superior Court and<br>all Justice and<br>Municipal Courts | The email and<br>calendar<br>software used by<br>AJIN.  |
| Microsoft Office<br>Power Point 2007           | Microsoft                      | Vendor Pkg   | Superior Court and<br>all Justice and<br>Municipal Courts |   |
| Microsoft Office<br>Word 2007                  | Microsoft/local &<br>AOC staff | Vendor Pkg   | Superior Courts<br>and all Justice                        | A word processing<br>system.  |
| Microsoft Office<br>Excel 2007                 | Microsoft                      | Vendor Pkg   | Superior Court  | A spreadsheet<br>product from<br>Microsoft.   |

| Local Applications                                   |                            |  |   |  |
|--|----------------------------|--|---|--|
| Application Name                                     | Developed/<br>Supported by | App Category<br>(Vendor Package,<br>Bolt-On, or<br>Standalone) | Courts Using  | Description of<br>Application  |
| Adobe Acrobat Reader                                 | Adobe                      | Vendor Pkg   | Superior Court and all Justice and Municipal Courts | A free product from Adobe Acrobat for reading documents in pdf format.   |
| McAfee Virus Scan                                    | McAfee                     | Vendor Pkg   | Superior Court and all Justice and Municipal Courts | Virus detection software to protect local PCs.                           |
| Data backup / recovery system: Backup Exec, Symantec | Vendor/Local staff         | Vendor Pkg   | Superior Court                                      | Used for disaster recovery and business continuity                       |
| Seagate Info/Crystal Reports/Crystal Enterprise      | Crystal/AOC staff          | Vendor Pkg   | Superior Court and Probation                        | A report-writing tool for user ad hoc reports from various applications. |
| Centra   | Centra                     | Vendor Pkg   | All courts  | Software for interactive, instructor-led on-line training                |
| Other collections tracking: Probation                | Probation "Dave's Program" | Standalone   | Superior Court                                      | Collection notification and tracking                                     |
| Digital Audio:<br>Product Name: FTR Gold             | For the Record             | Vendor Pkg   | All courts  | Courtroom recording  |

| Local Applications   |                            |  |                             |   |
|--|----------------------------|--|-----------------------------|---|
| Application Name   | Developed/<br>Supported by | App Category<br>(Vendor Package,<br>Bolt-On, or<br>Standalone) | Courts Using                | Description of<br>Application   |
| Document<br>Scanning<br><br>Product Name:<br><br>Production<br>Document Imaging            | OSAM                       | Vendor Pkg   | Superior Court              | Document image<br>capture   |
| Electronic<br>Document<br>Management<br>System<br><br>Product Name:<br><br>OnBase Ver. 9.2 | Hyland/OSAM                | Vendor Pkg   | Superior Court              | Image store and<br>retrieve   |
| Jury system: Jury<br>+ Next Gen  | JSI/Jury+                  | Vendor Pkg   | All courts                  | Jury management<br>software   |
| Court Web site   | County IT/Local<br>staff   | Standalone on<br>County server at<br>Navajo County             | Superior court and<br>clerk | Provides general<br>information for<br>participating courts<br>well as links to<br>forms. |

## 6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

| Architecture Layers                                      | Retirement (targeted for de-investment) | Containment (limited to maintenance & current commitments)               | Current Court Technology or Product (fill in) |
|--|---|--|---|
| <b>Applications &amp; Tools</b>                          |   |  |   |
| User Interface Delivery Method for Public Access         | Netscape                                |  |   |
| User Interface Delivery Method for Business Applications | Character based                         |  |   |
| Electronic Document Management                           | LaserFiche, Hyland OnBase <9.2          | Kofax  | OnBase 9.2                                    |
| Report Writer for Ad Hoc Reporting                       | Crystal <10 MS-SSRS 2000                | Crystal ≤10 MS-SSRS 2005   |   |
| Report Writer for Business Application Reports           | Crystal <10                             | Crystal 10 MS-SSRS 2005  |   |
| Development Languages                                    | COBOL, JAM, RPG, MUMPS, FoxPro          | Java (on a business case need basis), ASP (Classic), .NET Framework V1.1 |   |

| <b>Architecture Layers</b>       | <b>Retirement</b> (targeted for de-investment)                 | <b>Containment</b> (limited to maintenance & current commitments) | <b>Current Court Technology or Product</b> (fill in) |
|----------------------------------|--|---|--|
| Development Environment          | Panther, Visual Studio ≤2003, Visual Studio 6, Visual Interdev | Visual Studio 2005, PowerBuilder, MS-Access                       |  |
| Source Control                   | Aldon  |   |  |
| Analysis Tools                   | HOW  |   |  |
| <b>Office Productivity Tools</b> |  |   |  |
| Word Processing                  | WordPerfect, Word <2003  | Word 2003   | Word 2007  |
| Spreadsheet                      | Excel <2003<br>Quattro Pro                                     | Excel 2003  | Excel 2007   |
| Presentation                     | PowerPoint ≤2003<br>CorelDraw                                  | PowerPoint 2003   |  |
| E-mail Client                    | Outlook ≤2003, Lotus Notes, GroupWise (unsupported)            | Outlook 2003, Lotus Notes, GroupWise (supported)                  | Outlook 2007   |
| <b>Data Architecture</b>         |  |   |  |
| DBMS                             | SQL Server ≤ 2000, FoxPro, Clipper                             | SQL Server 2005   |  |
| Data Warehouse DBMS              |  | Informix XPS  |  |
| Data Exchange Model              |  | Fixed format, XML<br>homegrown                                    |  |
| <b>Networks and Platforms</b>    |  |   |  |
| Network Protocol                 | SNA  |   |  |



| <b>Architecture Layers</b>          | <b>Retirement</b> (targeted for de-investment)       | <b>Containment</b> (limited to maintenance & current commitments) | <b>Current Court Technology or Product</b> (fill in) |
|-------------------------------------|--|---|--|
| Wireless Network Access             | WEP  |   |  |
| Network Operating System            | Novell (unsupported)<br>Windows (unsupported)        | Windows Server 2003   |  |
| Client Operating System             | ≤ Windows 2000                                       | Windows XP, Vista   | Windows Vista  |
| Server Operating Systems            | OS/400, DEC VMS                                      | Windows Server 2003   | Win 2003 Server                                      |
| Mobile Operating Systems            |  | BlackBerry O/S  |  |
| <b>Shared Services</b>              |  |   |  |
| Component Service Layer             |  | Web Services current version, DCOM, ASP (classic)                 |  |
| <b>Message Transport Middleware</b> |  |   |  |
| Message Transport                   | MQ ≤ V5.2  | MQ V5.3/V6.0  |  |
| Data Transformation                 | Data Junction, MQSI ≤ V2.1                           | Cloverleaf, WMB 6.0   |  |
| Data Routing/Publish and Subscribe  | MQSI ≤ V2.1  | Cloverleaf, WMB 6.0   |  |
| File Transfer, Scheduled Production | FTP (intercourt and using public Internet), MQ ≤ 5.2 | FTP (intracourt only), MQ V5.3/V6.0                               |  |
| File Transfer, Ad Hoc               | MQ ≤ 5.2   | MQ V5.3   |  |